



Office of the City Manager

CONSENT CALENDAR
March 5, 2013

To: Honorable Mayor and Members of the City Council
From:  Christine Daniel, City Manager
Submitted by: Donna LaSala, Director, Department of Information Technology
Subject: Contract No. 7394B Amendment: New World Systems, Inc. for Public Safety Computer System

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend contract No. 7394B with New World Systems, Inc., increasing the amount by \$441,329, for a total not to exceed \$3,078,929 for the period September 1, 2006 to June 30, 2015.

FISCAL IMPACTS OF RECOMMENDATION

Funds to cover this expenditure have been allocated within the Department of Information Technology budget:

- \$418,244 Software Licensing, Maintenance, and Support
(2 years: July 1, 2013 – June 30, 2015)
Budget Codes: 010-2708-410-3047, 010-2708-410-3038 and
010-2708-410-3046 (General Fund)

- \$23,085 Performance Bond, Source Code Escrow, and Training
Budget Code: 010-2708-410-3047 (General Fund)

The contract was entered into the City’s contract database and assigned CMS No. YALGX.

CURRENT SITUATION AND ITS EFFECTS

The City uses a New World Systems software suite to support overall Police Department operations and a significant portion of Fire Department operations, including 911 Computer Aided Dispatch (CAD), Mobile Data Terminals (MDTs) for over seventy-five police & fire vehicles, Records Management (RMS) for file-keeping, archiving, and analysis, Jail Management (CMS) to support jail operations, and Mobile Field Reporting (FR).

To improve the efficiency of its operations, the Police Department partnered with the Department of Information Technology to upgrade the new system. This upgrade enables police and fire personnel to shift from paper-based records management to a more modern,

electronic case management system. In addition, the upgrade provides streamlined access to law enforcement and emergency service records, enhanced crime analysis tools, and online crime reporting services.

To keep the software current and under a support agreement, the City pays annual software maintenance that guarantees the City's right to software upgrades, patches, and vendor support with technical problems. Software escrow and performance bonds were established to help protect the City's investment. Software escrow helps preserve operational continuity in the unlikely event a vendor can no longer support a system and a performance bond provides the City financial protection in case a vendor fails in the full performance of the contract.

BACKGROUND

On July 25 2006, City Council authorized the execution of a contract with New World Systems, Inc. for the acquisition and installation of public safety hardware and software. Following a tough, two-year contract negotiation and ten months of software configuration, testing, and integration with other City software systems (such as Geographic Information Systems and Network Security Systems), as well as extensive public safety staff training, the first two modules (Computer Aided Dispatch and Mobile Data Terminals) went live on April 28, 2009. On August 1, 2010, the third module (Records Management) went live, followed by the fourth module (Jail Management) on November 29, 2010. The final module (Mobile Field Reporting) went live on March 25, 2011.

ALTERNATIVE ACTIONS CONSIDERED

The alternative of forgoing maintenance payments would result in the loss of automatic patches, technical support, and troubleshooting services, and disqualify the City from receiving regular software upgrades. Permitting this software maintenance agreement to lapse would result in higher cost ad hoc support services.

CONTACT PERSON

Donna LaSala, Director, Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 7394B AMENDMENT: NEW WORLD SYSTEMS INC FOR PUBLIC SAFETY COMPUTER SYSTEMS

WHEREAS, ensuring efficient and effective public safety operations is an essential component of the City's mission; and

WHEREAS, on July 25, 2006 New World Systems, Inc. was selected by the City to provide public safety software, hardware, implementation, and support services; and

WHEREAS, on June 2, 2009 the original contract was previously amended under CMS No. B1ZHY to provide annual software maintenance and support for two years; and

WHEREAS, on January 18, 2011 the original contract was again amended under CMS No. LAIYC to provide annual software maintenance and support for two additional years; and

WHEREAS, the contract amendment has been entered into the City's Contract Management System and assigned CMS No YALGX; and

WHEREAS, funds have been allocated in the General Fund budget code 010-2708-410-3047, 010-2708-410-3038, and 010-2708-410-3046.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 7394B with New World Systems, Incorporated, increasing the amount by \$441,329, for a total contract amount not to exceed \$3,078,929 for the period September 1, 2006 to June 30, 2015.

